

News

Connection

A monthly newsletter for DSHS staff and friends

They're not typical home owners, but they are just as proud.

Renee and Gil Roos of Everett have proudly owned their own home for three years.



On first blush it would seem that a person with developmental disabilities would never be given, nor could handle, the responsibilities of home ownership. What bank would make such a loan and how would purchasers make the monthly payments?

Mike Roberts, a client of the Division of Developmental Disabilities (DDD) in Everett, was receiving residential services from the local contractor, Sunrise Services in 1993. Forest Wetzel was retired from the U.S. Navy and working as an accounting instructor at the local community college with no social services background. He went to work for Sunrise Services and met up with Roberts.

The two of them forged a very special partnership.

"Mike kept telling Forest that he wanted to live in his own home," said Diane McCalmon, Region 3 DDD field services administrator. "Instead of thinking that was impossible, Forest began to explore how such a thing could happen."

He learned that Roberts had inherited \$27,000.

Wetzel began working closely with the Region 3 DDD staff and Jan Navarre from the Washington Housing Trust Fund, Department of Community, Trade, and Economic Development. They met with staff at the Fannie Mae Home Choice Project to get them to agree to ease up on some of their requirements, such as a long-term credit history.

"Often persons with developmental disabilities do not have credit histories since typically they don't have credit cards or own cars," said McCalmon.

Roberts had monthly income through Supplemental Security Income and part-time work. Wetzel and his case manager worked with Roberts to ensure he understood the responsibilities of home ownership. In addition, he had to show a willingness and ability to save money towards the purchase and eventual maintenance costs.

After one year, Roberts was able to purchase a condominium of his own. From this first successful purchase in 1996, 29 homes have been purchased in Snohomish County, plus one in Whatcom County, Enumclaw,

Bellevue, and Olympia by persons with developmental disabilities.

"There must be a team around each purchase," explained McCalmon. The team includes the bank, realtor, escrow company, case manager, and family members, if any.

"What the bank appreciates is that there is a safety net around these people," said McCalmon.

One couple who is very proud of their home ownership is Renee and Gil Roos who have owned their own home for three years.

For Renee, who spent many years living in Rainier School with about 600 other people, home ownership means, "I can do anything I want and go anywhere I want, without asking."

For Gil it means, "I don't have to pay high rent all the time!"

McCalmon noted that each home purchase is unique. "This is not a cookie cutter process," she said. "And you must have patience as it can take up to a year before all the pieces fall in place."

While Roberts had some inheritance to help him purchase his condominium, most of the purchasers have relied on the money they saved for this purpose. There is also some public down payment assistance. Many work full or part time in regular and supported employment.

"We've opened doors for people. Two years ago people with disabilities couldn't just walk into a bank and say 'I want a home loan.'

"Now they're treated as any other person who is applying for a home loan. They're judged on their desire and proven responsibility. Ownership takes away labels."

For more information on this and other housing alternatives for people with developmental disabilities in Region 3, contact Diane McCalmon at (425) 339-4837.

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April is Drug-Free Washington Month

The Division of Alcohol and Substance Abuse (DASA) invites you to participate in the celebration of Drug Free Washington Month (DFWM) during April. This year's theme is: **The Future is in our Hands: Be Drug Free.**

Drug Free Washington Month is organized each year by DASA with assistance from state and community partners. Promotional activities for DFWM include a youth poster contest, development of a drug-prevention information and activities packet for schools and communities, and celebration rallies to acknowledge the prevention efforts during the past year and to encourage youth to remain drug-free. Celebration rallies will be held on:

- April 13, 8:30 a.m. to 1:30 p.m., in Pasco at the Track/Expo Center;
- April 30, 10 a.m. to 1:00 p.m., in Seattle at the Seattle Center; and
- April 30, 11:30 a.m. to 1:30 p.m., in Spokane at the Riverfront Park


To receive a DFWM packet or more information, please call Nancy Weber, planning coordinator, at (509) 682-8647.

The News Connection

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Secretary's
Corner
by Lyle Quasim



Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



As the Legislature focuses most of its efforts toward crafting the 1999-2001 biennial budget, it is interesting to note that there has not been a single attempt this year to “restructure” (commonly known as breakup) DSHS.

Over the last four years, many legislators have decided such a breakup is not a good idea. They have supported the department because they believe it is more effective to have one “umbrella” agency focused on our mission of helping improve the quality of life for individuals and families in need, rather than many separate departments.

Our successes over the past few years have given legislators good reason to support our current structure. Some of our accomplishments include:

- successfully implementing the first phase of welfare reform/WorkFirst,
- effectively meeting the ongoing challenges of serving people with mental illness, developmental disabilities, chemical dependency, and physical disabilities,
- continually managing services to our aging and long-term care clients; management that is nationally-recognized for excellence.

These are just a few examples of the outstanding work you are doing throughout the department in every division and unit every day.

While we are proud of our accomplishments, experience has taught us that no matter how good we are doing now, we must do an even better job. We must reach for even greater imagination, innovation, and effort to deliver better performance.

All across the department individuals are gathering under the mantle of Quality in DSHS. Working together you are forging partnerships across traditional division lines, taking reasonable risks, finding creative solutions to limitations, all to better serve those 1.2 million people who count on us.

It is my commitment to you to assist in creating an environment in this department where enhanced performance is not just a goal, but a reality.

Lyle Quasim

Editor's note: The DSHS workers in the following e-mail exchange have graciously allowed us to share their words. Russell Sonmore, contracts manager with the Division of Children and Family Services for Region 6, set up a partnership with the local McDonald's owner when he was in Aberdeen (he is now in Olympia). McDonald's in Gray's Harbor and Pacific Counties provide free meals to children awaiting or in foster care when accompanied by a social worker (see The NewsConnection February 1998). Sonmore is now working to expand the program with McDonald's throughout the state.

To: Russ (Russell Sonmore)
From: Karen Papp, social worker with Aberdeen DCFS.

I took a four-year-old boy to McDonald's while waiting for placement (the foster parents were working); it was going to be several hours. I had a hard time finding things to keep him busy.

In a low voice he told me he was hungry (about 2 p.m.). I took him to the Hoquiam McDonald's and he couldn't believe it. I asked him what he wanted to eat and he didn't know. I asked him if he had eaten there before and he said that he hadn't, but that his friend got to eat there once.

I asked him if he liked chicken or hamburger better and he said hamburger. I got him a cheeseburger Happy Meal and I thought he

was going to die of happiness. He quietly ate every bite of his meal and thanked me.

I asked him if he wanted to go outside to play on the toys and he said he wasn't allowed. I asked him why and he said that he was bad and bad boys aren't allowed to have fun. I told him he wasn't bad and that what had happened in his family was not his fault.

I took him outside and helped him with his shoes. He didn't know what to do with the ball pit, so I picked him up and laid him down in the balls. He laughed and laughed. It was the first time I had seen this child laugh or even smile.

We stayed the remainder of the time until 5 p.m., there in McDonald's. The staff periodically brought us a new pop, or asked if we needed anything. They were great.

And this child started his placement in foster care with one less burden – he wasn't a bad kid after all.

Thank you, Russ, for your dedication to this program and the children it benefits. You have worked diligently to see that this program (Helping Hands Program) works.

To: Karen
From: Russ

Karen, this is a most touching story. (I wonder what my co-workers here think of me crying while reading my e-mail?) I am sharing your story with others here at Region 6 and I also sent a copy of it to the McDonald's owner as she wants to praise her staff for making a difference to a child.

You always reach out and find something to make a positive difference to our children. I will never forget the day I saw you washing a dirty little girl in the office sink. You were combing lice out of her hair and she was sleeping in your arms. That is one of my most precious memories of working in Aberdeen.

Please know that your caring has made a difference and has not gone unnoticed.

Editor's note: An employee, who wanted to remain anonymous, shared this with The NewsConnection.

I work in the heart of DSHS, Administrative Services Division (Olympia), and was able to witness a beautiful display of caring, sharing, and giving of the heart. On a day shortly after fire devastated a family in Shelton, Judy Rogers posted a news clipping and “donations wanted” sign in front of her cubicle. When asked, she softly said, “They lost everything.” Her heart was on her sleeve.

The following day, Roz Thompson, a teacher at Black Hills High School was asked by one of her students how to go about helping a family in need of donations. Roz Thompson immediately accepted this challenge and sponsored it as a class project.

Judy Rogers became their pipeline of knowledge. She found out what size clothes were needed and coordinated delivery of goods and gatherings to a nearby

Tumwater location. The Shelton story of need was brought to Black Hills because students there had already helped another family. Thoughts were, since Black Hills did it once, they might just muster up the energy to do it again, and they did. One girl even went door-to-door in her housing development and brought in eight boxes of donated items.

Judy Rogers continued to collect box-after-box of donations on her own. She even received boxes from Sentencing Guidelines staff, another state agency that is co-located in her building. When all was said and done, I believe

two pickup trucks were filled with donated items.

The thing that impressed me most was watching how people came together to help someone they didn't even know. Kids – every time one kid does something bad, it hits the news. What about these kids and their efforts for humanity? What about the two teachers, their leadership and display of morals? What about staff from two state agencies working together for a common cause?

And, what about Judy's commitment that started this whole thing? It was a great display of humanity.

Trust, creativity, and risk taking

focus of MSA Conference set for May 20

Trust, Creativity, and Risk Taking sets the mood for the upcoming MSA Management Conference on Thursday, May 20, at the Lacey Community Center. The conference promotes better understanding of management's role while providing strategies for supporting and encouraging employee involvement. For more information, contact Helen Harris, MSA QSC Employee Involvement subcommittee chair, at (360) 902-0889.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Assistant secretaries share thoughts on quality

Editor's note: *In May 1997 Secretary Lyle Quasim began the DSHS Quality Program, based on Gov. Gary Locke's Executive Order. In the August edition of The NewsConnection, each of the assistant secretaries and the deputy secretary summarized their commitment to quality and goals for their administrations.*

Now, nearly two years later, each shares their reflections, progress, and continued commitment to quality.



**Aging and Adult Services Administration
Ralph Smith, Assistant Secretary**

Looking back over the past 10 years, I am struck by how the term "Quality" has evolved. At one time the word referred to quality service and quality assurance. Now it includes many other additional meanings.

For me, the quality movement began when we started to "reinvent government." David Osborne and Ted Gaebler published a book by this name in 1992, which was termed a "call to arms in the revolt against bureaucratic malaise...." Vice President Al Gore jumped on the bandwagon, and all across the country there was a push to find new, more efficient ways to deliver government services.

Soon after came the Quest training, which introduced a lot of us to the Japanese model of Total Quality Management (TQM) and Deming's "14 Points." We were being told to run projects using "hard" data and a lot of very specific charts and graphs. We tried with varying success to implement the Quest concepts. To be frank, this just seemed like extra workload - a layer on top of the quality work we were already doing.

In 1997, Governor Locke issued Executive Order 97-03, "Quality Improvement." His directive caused us to revisit and expand our notions about quality - to see quality not just as a project with a lot of special tools, but as an entire program including "leadership, strategic planning, customer focus, employee involvement, and self-assessment of results."

Now, with Secretary Quasim's emphasis on moving toward an integrated seamless service delivery system and breaking down barriers, we are expanding the concept of quality even further. This emphasis is an integral part of quality improvement: it encourages us to work together and direct our efforts toward a common goal - the department's mission. When we make measurable improvements, big or small, the Secretary says, "Broadcast it!" - inside and outside the department. Don't get so busy we forget to tell others the success stories that go on in DSHS every day.

With all these changes, I have come to appreciate the quality movement for one thing in particular: **building public trust in government**. When we publicize visible, measurable results that respond to customer need, the public begins to better understand and support social and health services.



**Children's Administration
Rosie Oreskovich, Assistant Secretary**

In July 1998, Johnson and Johnson Associates, Inc. (JJA), trained five people from the Children's Administration to provide a two-day training on Continuous Improvement Process Action Teams (CIPAT). Mary Lou Szatkiewicz, Gayle Davis, Leslie Edwards-Hill, Paul Mantz-Powers and Chris Trujillo have trained seven teams to date, and all the teams are working on improvements that will have significant impact.

Team members agree that training enhances and hastens their work. Comments from the class evaluation forms confirm the many accomplishments achieved through the two-day training. "I feel this (training) will enable the team to remain focused and successful in obtaining their goals," is a typical comment. Even teams who were a couple of months into their process found that training gave them the right assistance to move forward. Facilitators are saying that teams who have had training are much easier to facilitate. They have learned the basics of teamwork and problem-solving, and the task of developing a clearly written charter is behind them.

The JJA training included staff from other DSHS administrations and several have co-trained with Children's trainers. When a team was chartered to improve the Out-of-State Travel approval process, a procedure that affects other DSHS administrations, David Beacham, Juvenile Rehabilitation Administration, and Becky McAninch-Dake, Medical Assistance Administration, volunteered to participate as trainers. The training was modified to give the team more time to

complete their task during the two days. David and Becky are welcome additions to the Children's team trainers group.

In the spirit of partnership and collaboration, the CIPAT trained Contract Monitoring team is coordinating work on improvements in contract monitoring with efforts of other DSHS administrations who are also focusing on this important agency function. Each is taking a separate piece of work that will ensure that DSHS is accountable and proactive when using public funds.

The CIPAT training model gives Children's additional tools to move forward in quality and facilitates partnering with other DSHS administrations in achieving mutual goals. In this way, we are moving a step closer to Secretary Lyle Quasim's objective of shared practices and common culture.



**Economic Services Administration
Liz Dunbar, Acting Assistant Secretary**

Last year Economic Services Administration introduced quality concepts to management and established our Quality Steering Committee. We began building an infrastructure by appointing division and region coordinators and training facilitators.

With the support in place, we now hope to integrate quality into all our business processes, using natural work groups led by supervisors and administrators. We know that integration of quality does not happen by depending on a consultant or swat team to come in and "reorganize your closet." Instead, quality happens when someone close to the process says, "Let's see if we can rearrange this closet to make it better fit our needs."

This year our emphasis will be in helping our Community Services Division get their quality plan underway. The plan calls for taking basic awareness training to all staff in 68 Community Service Offices and giving supplemental training to managers and established Quality Improvement Teams (QIT). We've successfully used traditional quality teams, Kaizen, and the Breakthrough Strategy to get results. Two of our offices are currently in contention for the Washington State Quality Award.

Most of the staff at headquarters have received some quality training and numerous QITs are in progress. Our highly regarded WorkFirst Program is a model for using quality principles to meet business goals. One of our largest divisions, the Division of Child Support (DCS), established a successful quality program over three years ago; they currently have over 40 active QITs.

Sometimes we need to look beyond our own four walls and ask who else is putting stuff in or taking stuff out of our closet and have them help plan the reorganization. For instance, we have a quality team looking at the process for obtaining medical evidence in determining disability benefits. Since Medical Assistance Administration, Labor & Industries, and Department of Health all touch this process, they are on the team, and together we'll design a closet that meets everyone's needs.

I know that as we expand our quality efforts in 1999 we will serve our clients better and make work more satisfying for staff. I anticipate great things from Economic Services Administration as we learn to use quality methods and tools to reach our goals.



**Executive Administration
Charlie Reed, Deputy Secretary**

Over the last several months, the Executive Administration Quality Steering Committee has come to understand how important quality issues, initiatives, and performance are to the department's programs and employees and to the people we serve. Each of us is committed to the quality improvement program as we strive to meet our mission to assist other departments achieve their goals through centralized supporting services. Our vision is to serve our customers with the highest level of honesty, integrity, and innovation and to provide competitive value-added services which exceed our customers' expectations. We are also committed to creating a climate where people of all backgrounds feel comfortable and where all are eager to work together to serve our clients.

While there are three divisions in the Executive Administration, it is also composed of several small organizations with very diverse functions. This diversity often causes us to struggle with how best to carry out our responsibilities as steering committee members. Recently, we have had discussions on how difficult and complex the various assignments are within our administration. Not only are employees successful in completing their job assignments, but also many individuals go far beyond what is expected. Employees do this with little expectation of recognition or reward.

The Executive Administration Steering Committee, in recognition of those individuals who have gone the extra mile by demonstrating a quality approach to doing their job and serving their clients, has established a “wrapping our clients in quality” award. Criteria to be considered for this award include: 1) individual shows commitment through shared values – shows respect by putting the interests of others first, holds him/herself accountable, is open to new ideas regardless of origin, forms partnerships with others through trust, is willing to take risks and give others credit for good ideas and work; 2) quality approach supports the administration’s mission, vision, goals; 3) improvement project achieves results by improving performance, by saving time, or by saving money.

Recognition creates excitement and enthusiasm, reinforces the department’s shared practices and common culture, and supports the objectives of continuous quality improvement. I believe employees deserve to be recognized for quality efforts.



**Health & Rehabilitative Services Administration
Ed Hidano, Assistant Secretary**

During the past two years, Health and Rehabilitative Services has made tremendous progress in improving program access and services to those often characterized as the most profoundly in need: adults and children with physical and developmental disabilities, substance abusers, and people with severe mental illnesses. We’ve worked hard at all levels to identify and put in place new and innovative ways of managing our work and delivering services that are sensitive, responsive and results-oriented.

Our efforts to design-in quality upfront have paid big dividends in terms of better client service, greater public awareness of our programs and services, and significant cost savings to the state. Here are just a few examples of what innovative teamwork and hard work have recently produced in Health and Rehabilitative Services :

- Staff from the Office of Deaf and Hard of Hearing Services partnered with Washington Interactive Technologies to develop a series of televised public service announcements shown earlier this year by major television stations across the state. The low-cost media campaign built public awareness of telecommunications devices and services available to aid deaf and hard-of-hearing persons. This effort resulted in cost savings of \$1.8 million over three years and reached an audience of over two million viewers.
- Together with staff from the state’s Department of Community, Trade and Economic Development, a group of employees from the Division of Alcohol and Substance Abuse developed a new needs assessment process and reporting format that is now used by the 19 counties in the state.
- A team from the Child Study and Treatment Center developed a new mental health juvenile forensic evaluation process that allows evaluations to be conducted on an outpatient rather than inpatient basis. This change has freed up much-needed bed space at the Center that can be used by children with severe disabilities.

The course we are charting to simplify our business operations and create a stronger, more responsive administration requires a long-term personal and professional commitment to providing the highest quality public services possible, and an openness to fresh ideas and approaches. For us to continue our successful quality journey, we must continue to provide all of our employees with the tools and vital support they need to do their job and do it well, recognizing that the key to our success will always be employees with the imagination and vision to look beyond how we’ve traditionally operated, and the ingenuity and courage to try new ways.

I hope you’ll support the work of the pioneering employees in Health and Rehabilitative Services and join us in our total quality pursuit.



**Juvenile Rehabilitation Administration,
Sid Sidorowicz, Assistant Secretary**

Continuous Quality Improvement (CQI), as its name suggests, never ends and neither does the commitment within JRA to continue to provide quality services to our internal and external customers. The last year and a half has been a time of significant change in JRA, and while the phrase “when it rains, it pours” seems to apply, the changes move us further in the direction of our mission: “to protect the public, hold juvenile offenders accountable for their crimes, and reduce criminal behavior through a continuum of preventive, rehabilitative, and transition programs in residential and community settings.”

JRA staff continue to enhance programs and services to meet the needs of our customers. This is often made possible through collaborative efforts within DSHS and collaborative efforts with external stakeholders. Enhancing mental health services, implementing a competency-based rehabilitation model, implementing intensive parole supervision, and identifying transition resources for clients not receiving parole are just a few examples of this.

Specifically relating to the Governor’s call for a quality program, JRA has followed the DSHS lead by using this as an opportunity to build on the quality practices and efforts that already exist. JRA has chosen to develop an incremental and systematic approach to “quality,” integrating CQI principles and tools into our ongoing work to fulfill our mission. This approach includes appointing and training a JRA Quality Steering Committee, improved customer focus in strategic plan development and implementation, focusing on implementing a

plan to provide “basic quality awareness” training for all staff, forming local quality steering committees, and ongoing efforts to build and support quality efforts in JRA.

I remain committed to implementing the quality program in DSHS and encourage all staff to become or continue to be active participants in this effort. Through the commitment of people who work for and with JRA, these changes are being implemented and quality improvement and management continues.



**Medical Assistance Administration
Tom Bedell, Acting Assistant Secretary**

Medical Assistance Administration has been focusing on a number of quality improvement processes. The Medicaid Client Outreach Project supports community-based efforts to reach eligible but under-served populations. MAA has contracted with 21 counties and seven Indian Tribes. A cross-divisional team effort with expertise in several areas critical to this project has shared their knowledge with the contractors, communities and other interested parties statewide through trainings, community meetings, and a statewide conference. Contractors and their community partners are assisting more individuals to apply for Medicaid, enroll in Healthy Options, select health plans and access medical services. This project is serving as a model for several other states.

The Washington State Consumer Assessment of Health Plans Study (CAHPS) Survey Brochure was designed and tested to help clients choose their health plans according to a rating system. The survey assessed members’ satisfaction with health plans and the brochure helps members identify the best health care plans for their needs. The 1999 CAHPS project will focus on a survey of randomly selected Healthy Options clients, providing reports of the survey results to Medicaid clients and key stakeholders, plus conduct a post-1998 CAHPS evaluation survey.

The Integrated Provider Network Database is an interagency effort between MAA and the Health Care Authority for accessing managed care provider network information. Staff members in both agencies use the database in support of Healthy Options (MAA), Basic Health Plan (HCA) and the Public Employees Benefit Board (HCA). This system has significantly improved the information source for enrolling several thousand members of the three programs each month.

The MAA Quality Steering Committee and Executive Leadership have chartered three cross-divisional teams to develop plans for improving employee recognition, communication, and employee education and development. MAA offers staff several internally-developed team building seminars, the Basic Awareness Training and our Quest 2001 seminar. MAA held its first Annual Quality Day on March 25, featuring exhibits from all areas of the administration, videos and guest speakers, including Renee Ewing from the Office of the Governor.

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**Management Services Administration
Ken Harden, Assistant Secretary**

The road to quality continues to lead us to new ways of management. I believe that it has been clearly demonstrated within this department that quality, while not a new way of doing business in the department, has been an adrenaline shot to spur us on to stronger and better ways of doing business.

It has been many months since we began this new journey. I have been impressed with the leadership demonstrated by the Secretary and the Deputy Secretary regarding quality. They have truly embraced quality principles, and have clearly expected us to step forward to the challenges of creating a quality environment. I have also been impressed with the willingness among staff to become involved with the whole quality environment and to take the chances that accompany change and improvement. The quality effort in the department is tapping into a valuable internal resource – the ideas and team power of employees. When I think about the employee quality efforts I have witnessed over the past months, I picture the unlocking of a richly filled treasure chest.

I believe we all realize that quality in this department is not just the flavor of the month, but is a sincere attempt to change the culture of this department. In the future, I hope this endeavor will be like the “Never-Ending Story” – there is no end. Leadership of this department must continue to direct us to build a quality environment. Managers must continue to allow staff to breathe life into their jobs and feel all right about their staff taking responsibility for bettering their work and environment. Staff members, which includes all of us, must step forward to become a part of this quality environment through working in teams or improving our own jobs. We need to recognize that we can always improve.



Sharing our successes and commitment to reaching beyond the expected to the excellent

For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dsht.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Connecting fathers, families and communities

Dads make a difference

By Anthony Trevino, Father's Advocate

The most disturbing social trend of our time is the dramatic increase in father-absent families. Today that number stands at 23 million! Many children who grow up in single-parent families will experience poverty. Children raised without the benefit of positive role models provided by both parents are substantially more likely to have troubles in school, with law enforcement, and other difficulties as well. Some of these difficulties

include an increased high school dropout rate, earlier involvement in sexual activities, increased drug and alcohol abuse, and difficulty in establishing and maintaining relationships. These children all too often carry the effects of their unmet needs into adult life and begin the cycle again with their own children. Because of this concern for our children, the Department of Social and Health Services, with the assistance of other agencies, is taking the lead in organizing a conference focused on fatherhood issues. The goal of the conference

is to mobilize communities to launch initiatives which promote responsible fatherhood. The conference will focus on ways to provide services for low-income non-custodial/non-residential fathers, parenting skills, economic self-sufficiency, and other measures aimed at family preservation. Other goals include increasing public awareness and sensitivity to fathers' issues, developing community partnerships and helping decrease unintended fatherhood. Guest speakers confirmed to date include Gov. Gary Locke, vice-

chair of the National Governors' Association Committee on Human Resources, and nationally recognized speakers and authors on fathers' issues including James A. Levine, Ronald B. Mincy, Wade F. Horn, Eloise Anderson and Nigel Vann. There will be support from state and federal agencies, faith-based groups, and community based organizations. Fathers will be provided free workshop attendance, parenting and other related skills classes, and free legal services. Additionally, a job fair will be held on site sponsored by the Employment Security Department and WorkFirst to assist fathers in transition, as well as those wishing to upgrade their employment opportunities.

The conference will be held June 16-19 at Green River Community College in Auburn. For more information, call (360) 664-5319.

Quality classes available for all levels of DSHS

In support of the department's quality program and to assist employees in their challenge of continuing to improve services, the Office of Organization and Employee Development (OOED) offers these workshops:

Results Through Continuous Quality Improvement: Basic Awareness for Line Staff. This course is an informative half-day Basic Awareness Workshop for non-supervisory staff who are interested in learning more about Continuous Quality Improvement in DSHS. The workshop is designed to present line staff with the same message, "Quality Begins With Me," that the mid-level and senior managers of the department were provided in their training.

Results Through Continuous Quality Improvement: Train-the-Trainer. Workshop began in July 1998. This Train-the-Trainer workshop is dynamic and interactive and teaches and certifies participants to co-facilitate the Basic Awareness Workshop mentioned above. So far, 73 trainers have been certified to co-facilitate the Basic Awareness Workshop.

(OOED is also available to present the Basic Awareness Workshop on a chargeback basis.) Because of the great demand for the Basic Awareness Workshop, an additional Train-the-Trainer class is scheduled in May. For details, contact your administration's quality coordinator.

Results Through Continuous Quality Improvement (CQI): Basic Awareness for DSHS Managers and Supervisors. This one-day course provides an overview of the DSHS CQI program. The course includes an overview of basic terminology and concepts used in CQI; information on selected CQI tools and techniques you can use immediately; and, information for taking the first steps of implementing CQI in your unit.

Achieving Extraordinary Customer Relations: A quality organization is a customer-focused organization. This two-day workshop is available to all DSHS employees. Additional training, "Keeping the Skills Alive," is available as a refresher to those employees who attended the two-day workshop.

Team Power and Continuous Process Improvement: Many members of the Quality Steering Committees and new teams forming throughout the department have attended this one-day course. The participants learn how to establish a charter that includes behavioral ground rules, the team's objective, identifies the process owner and the decision-making process the team will use. This workshop provides the opportunity to practice the steps involved in process improvement. Each participant is provided a Memory Jogger book that is full of the many quality tools available for use and step-by-step instructions to use with real teams.

Many teams that have attended this workshop have expressed how much Team Power has helped them to get started on the right track.

Successful Teaming: This one-day course has helped units and teams that are struggling with achieving their original business objective. Work units have chosen this training to help remove barriers and create a greater understanding of each other's learning styles as well as conflict resolution styles.

The unit/team identifies and prioritizes issues that stand in the way of achieving their business objectives. They then create a plan of action to resolve those issues.

A New Program: Over the next 2 months, OOED will be working closely with Economic Services Administration, Aging and Adult Services, Management Services, Health and Rehabilitative Service, and other agencies to create a departmentwide administrative hearings core curriculum. Watch for its debut.

For more information on these classes, contact OOED at (253) 566-5760.

Diversity Calendar

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like considered for inclusion or want more information on the Diversity Initiative, contact Patte King at KingPL@dshs.wa.gov. Not all dates can be included because of length constraints.

APRIL

- 4 Easter
- 7 World Health Day
- 8 Birth of Buddha
- 15 Lao New Year's Day
- 17 American Samoa: Flag Day
- 21 Secretary's Day
- 22 International Earth Day
- 23 Turkey: Children's Day
- 24 Iceland: Children's Day
- 25 Italy: Liberation Day
- 27 Holocaust Remembrance Day

MAY

- ASIAN PACIFIC AMERICAN HERITAGE MONTH
- 1 May Day – International Labor Day
 - 2 Indonesia: Education Day
 - 3 Japan & Poland Constitution Day
 - 3-9 Public Service Recognition Week
 - 5 Mexico: Battle of Puebla
 - 8 France: Liberation Day
 - 9 Mother's Day
 - 12 International Nurse's Day
 - 17 Norway: Constitution Day
 - 19 Malcolm X Birthday
 - 21 American Red Cross Day
 - 24 Canada: Victoria Day
 - 25 African Freedom Day
 - 31 Memorial Day

State launches tax credit campaign

Many working families can take advantage of a federal tax credit that will boost their family budget. Last year, the Earned Income Tax Credit increased the income of 300,000 Washington households. The Earned Income Tax Credit (EITC) provides up to \$3,756 a year for low to moderate-income workers. "The EITC was designed to help working families stay off public assistance by reducing their federal income tax burden," said Barbara Gorham, executive policy analyst with the Office of Financial Management. The state has established a toll-free hotline to make it easier for workers to file for the EITC. Staff at the hotline will provide callers with eligibility information, send them EITC tax forms, and refer them to free tax assistance. The Internal Revenue Service

(IRS) offers free assistance at Tax Aid sites. The credit is based on the adjusted gross income of the household and the number of qualified dependent children. The EITC is for individuals and working families with incomes of less than: \$30,095 and raising two or more children in the home, \$26,473 and raising at least one child in the home, \$10,030 and not raising children. Even workers who earn too little to owe federal income tax can receive the EITC. If the amount of a family's EITC benefit exceeds their income tax liability, they will receive a refund check for the difference. For more information about the EITC and volunteer tax assistance site locations, call the EITC hotline toll-free at 1-800-755-5317 or 1-800-833-6388 (TDD/TTY) Monday through Friday from 10 a.m. to 7 p.m.

Shared leave

Harvey Brooks, a juvenile rehabilitation program manager at Echo Glen Children’s Center, is receiving treatment for cancer. He is off work and is in need of shared leave. For more information, contact Wendy Kiteley at (425) 831-1252.

Shirley Hines, a social worker 3 in Region 4 Home and Community Services, is in need of shared leave. For more information, contact Sandra Green at (206) 341-7611.

Estella Mejia, of Medical Assistance Administration Client Services, is in need of shared leave. Health problems restrict her to limited work hours. For more information, contact Bridgett Shipman at (360) 586-2032.

Roger McIntosh, a social worker with Family Reconciliation Services in Tacoma, has been diagnosed with a serious illness. He is in need of shared leave. For more information, contact Lori McDonald at (253) 597-3798.



RETIREMENTS

Barret, Linda L.
30 Yrs. Division of Assistance Programs

Brookbank, Evelyn M.
21 Yrs. Division of Children & Family Services Central Office – Spokane

Burtis, Shirley
18 Yrs. Fircrest School

Cleveland, James A.
26 Yrs. Medical Lake Plant Maintenance

Coryell Sanvik, Joy
29 Yrs. Division of Disability Determination Renton

Engvall, Karen E.
30 Yrs. Information Systems Services Division

Felton, Carol
30 Yrs. Community Services Division

Fund, Edna J.
31 Yrs. Division of Vocational Rehabilitation

Herron, Billey J.
23 Yrs. Lakeland Village

Huber, Irene B.
17 Yrs. Pasco Community Service Office

Jones, Mary L.
23 Yrs. Division of Children & Family Services

Lebaron, Gary
26 Yrs. Green Hill School

Mazeski, Margaret C.
15 Yrs. Grant/Adams Community Services Office

Mills, Frank L.
8 Yrs. Echo Glen School

Mittleider, Linda C.
31 Yrs. Oak Harbor Community Services Office

Nelson, Walter H.
19 Yrs. Division of Children and Family Services –Yakima

Oellien, Sandra
27 Yrs. Division of Children and Family Services

Okken, Cleone I.
24 Yrs. Lakeland Village

Pollock, Charles L.
30 Yrs. Division of Management & Operations Support

Powell, Richard A.
29 Yrs. Division of Health & Quality Support

Powers, Sharon K.
28 Yrs. Region 2 - Division of Developmental Disabilities

Price, Eleanor I.
10 Yrs. Division of Children & Family Services Central Office – Kennewick

Roberts, Beatrice
17 Yrs. Rainier School

Russell, Richard C.
28 Yrs. Division of Program Research & Evaluation

Sims, Peggy J.
31 Yrs. Aging & Adult Services - Field Services

Tinney, Karen L.
27 Yrs. Clarkston Community Services Office

Vu, Linh Hoang
22 Yrs. Aging & Adult Services

Wagner, Daniel R.
32 Yrs. Lakeland Village

Warner, Sharon F.
14 Yrs. Information Systems Services Division

These employees retired in January & February 1999

Share your applause at awards ceremonies



Once a year we take time to recognize and honor those employees and teams that did an outstanding job during the past year. Share your congratulations with them at the regional **Employee Recognition Celebrations** scheduled across the state during May. Employees receiving recognition from the regional level are first honored. Then those selected for the highest honor, state level, are honored.

Region 1 – May 7 – 12 noon
Polly Cosgrove (509) 458-3608
Spokane Falls Community College
3410 West Fort George Wright Drive, Spokane

Region 2 – May 13 – 11:30 a.m.
Yvonne Frailey (509) 575-2263
Yakama Nation Cultural Center/Winterlodge
Highway 97, Toppenish

Region 3 – May 6 – 11:30 a.m.
Sandy Drain (425) 339-1929
Edmonds Community College
20000 – 68th Avenue West, Edmonds

Region 4 – May 5 – 11:30 a.m.
Susan Worthy (206) 568-5613 (Reservations required)
Maplewood Greens
4050 Maple Valley Highway, Renton

Region 5 – May 14 – 12:30 p.m.
Mary Beth Quinsey (253) 627-1545 Ext 4710
Tacoma Elks Lodge
1965 South Union Ave., Tacoma

Region 6 – May 20 – 11:30 a.m.
Cheryl Daly Flynn (360) 407-7588
Indian Summer Golf & Country Club
4009 Yelm Highway, Olympia

Headquarters – May 21 – 1:30 p.m.
Patty Jackvony (360) 902-8381
OB2 Auditorium, Olympia

Farewell

Jim Hornby died on Feb. 17 in the presence of family and friends. Jim had been with DSHS for over 25 years, first as a caseworker/social worker and later as a personnel manager. For the past two years he was personnel manager for the State Criminal Justice Commission. Jim’s enthusiasm and warmth touched all who knew and worked with him.



SERVICE MILESTONES

Region 1
10 Carpenter, Thomas
10 Grammar, Francis
10 Mullica, Kathy
10 Pratt, Wendy
10 Seims, Betty
10 Walen, Sandra
15 Gover, Susan
15 Johnson, Lisa
15 Lynch, Dean
15 Mitson, Jacalyn
15 Tadlock, Robert
20 Johnson, Alene
25 Lammers, Janet

Region 2
5 Aquino, Margret
5 Mejia, Victor
5 Perez, Dorene
15 Brown, Patricia
15 Wilson, Debra
20 Muth, Jeannine

Region 3
10 Craker, Diane
15 Schack, Elizabeth
20 Williams, Gail
30 Davidson, Kathryn

Region 4
5 Fletcher Jr., Raymond
5 Jennings, Anne
5 Le, Tina Thanh-Hai
5 Nguyen, Tuyet-Mai
5 Pavageau, David
5 Ramos, Monique
5 Williams, Marko

10 Babai, Tracy
10 Bailey, Nancy
10 Behrens, Paul
10 Crawford, Lydia
10 Cupat, Gilbert
10 Fischer, Lola
10 Hamel, Kevin
10 Hickey Jr., Charles
10 Killingsworth, J. G.
10 Littman, Patrick
10 Mathisen, Maria
10 Spitzbart, Harry
10 Stergios, Michael
10 Williams, Marilyn
15 Harris, Connie
15 Hurst, Carolyn
15 Langs, Sharon
15 Suzann
15 O'Donnell, N. Gayle
15 Soto, Rosalinda

20 Krauss, Richard
20 Pilling, Diane
25 Chaney, Judith
25 Strine, Maggie
30 Dahl, June
30 Peterson, Toni Lee
Region 5
5 Livingston, Kathy
5 McCarren, Carla
5 Mirenda, Michelle
5 Morrison, Stacey
5 Navarro, Linda
10 Kucklick, David
15 Aho, Michael
20 Dang, Karen Khanh

Region 6
5 Jensen, Elvia
10 Hutchison, Susan
10 Magnoni, Rebecca
10 Naipo, Aliiolani
15 Bafus, Wanda
15 Banning, Janice
15 Bean, Brian
15 Braden, Sharon
15 Frye, Mary
15 Trotter, Jennifer
15 Tucker, Kenneth
15 Van Volkenburg, J.
25 Bleak, Lisa
25 Lounsbury, Michele
30 Anderson, Kenneth

DSHS Headquarters
5 Buckner, Kelly Dawn
5 Buntin, Therese
5 Chase, Kelly
5 Formoso, Carl
5 Hutchens, Patricia
5 Jones, Charlene
5 Kobuki, Hiroko
5 Laird, Paul
5 Newson, Elizabeth
5 Paulson, Roy
5 Riddick, Richard
5 Schmidt, Michele
5 Uh, Song Mi
5 Waterhouse, R. James
5 Wedel, William
5 Wollen, Todd
10 Arnold, Donna
10 Brook, A. Diana
10 Caldwell, Curtis
10 Champeaux, Ernestine
10 Donaldson, James.

10 Elder, Maurice
10 Harvey, Erin
10 Heer, M. Chris
10 HimsI, Alan
10 Houghton, Eric
10 Johnston, Carl
10 Kavanaugh, Susan
10 Keith, Patricia
10 Lickfold, Debbie
10 Linscott, Robert
10 Locke, Lonnie
10 Rogers, Linda
10 Thomas, Terry
10 Vu, Mint
15 Anderson, Gayle
15 Connolly, Reba
15 Dinsmore, Donald
15 Green, Iris Ann
15 Gregor, Nina
15 Johnson, Charles
15 Schaffer, Robert
15 Taylor, Patricia
15 Taylor, Thomas
15 Thomas, Rosemary
15 Wilson, Beverly
15 Winch, Jerrold
15 Zehnder, Christine
20 Agostinelli, Evelyn
20 Eckman, Marlene
20 Eng, Danny
20 Garza, Arturo
20 Griffith, David
20 Hatch, Gail
20 Hliboki, Darcy Ann
20 Hosford, William
20 Leathers, Otis
20 Leavitt, Linda
20 Thomas, Janet
25 Arnold, Richard
25 Burdett, Cheryl
25 Burns, Charles
25 Hill, Alice Clara
25 Hunter, Charles Jr.
25 Minnick, Scott
25 Monteiro, Suzanne
25 Shaw, Diana
25 Smethurst, Dee
25 Thum, Patricia
25 Tiffany, Diane
25 Troxell, Nancy
30 Allen, Gloria
30 Andrews, Ellen
30 Johnson, N. Christine
30 Schatz, Gayle E.
35 Daugherty, Joy Ann

Consolidated Support Services
15 Standish, Daniel
Child Study & Treatment Center
15 Branch, Brenda
Eastern State Hospital
5 Evans, Yukiko
5 Herron, Hope
10 Carver, Jay
10 Haux, Dwane
10 Junes, Deborah
10 McConnell, Jennifer
10 Rushing, Eddi
15 Langdon, Jon
15 Runyan, Paula
25 Puntney, Gary
40 Nielson, Elgene

Echo Glen Children's Center
5 Jackson, Willie
5 Kiteley, Wendy
20 Eritsland, Laurence

Fircrest School
5 Cvar, Veronica
5 MacKay, Ellen
10 Doyle, Richard
10 Finkbinder, Susan
10 Henderson, Terril
10 Kowalski, H. Paul
10 Naico, Mere
10 Osburn, Jeffrey
10 Putman, Nancy
10 Reedy, William
10 Sjoquist, Nancy.
10 Wilkins, James
10 Winfield, Annjeanett
20 Rogers, Janet
25 Duckett, Judy Ann

Frances Haddon Morgan Center
5 Keilen, Kristi
10 Barker, Hye

Green Hill School
5 Malone, Kory
10 Pickus, Cathy
25 Curtright, Richard

Lakeland Village
5 Alderman, Lydia
5 Seaberg, Kathleen
10 Crowder, Robert
10 Troxell, Carrie
20 Bratten, Cornelia
20 Burbank, Joyce

20 Hutchings, Shirley
20 Ray, Mary
25 Allen, Robert
25 Anderson, Gordon

Maple Lane School
5 Hutton, David
20 Luttrell, Paul

Naselle Youth Camp
5 Tienhaara, Dale
15 Pakenen, Jon
15 Ralston, Barbara

Rainier School
5 Hicks, Dennis Allen
10 Burbridge, Colleen
10 Clifton, Michael
10 Marciel, Joyce
10 Pedro, Claire
20 Forman, Marla
20 Skaggs, Mark
25 Gregory, Geniece
25 James, Marjean
25 McCracken, Daniel

Western State Hospital
5 Bassi, Kanwaljit
5 Bryan, Gary
5 Gabriel, Veronica
5 Hasse-Dalton, Esther
5 Hawkins, Zona
5 Holmes, Meldon
5 Ly, Kiet
5 Martinez, Gilberto
5 Webb, Charles
10 Finch, Robert
10 Herrington, Gary
10 Jefferson, Donna
10 Knopp, Phyllis
10 Marquez-Lee, S. G.
10 Thompson, Sarah
15 Borgen, Mark
15 Clark, Margaret
15 Davis, Ethel
15 Hartwell, Daniel
15 Holley, Louis
15 Kot, Valerie
15 McElroy, Joan
15 Mickelson, Thomas
15 Nelson, Irvin
20 Ford, Gary
20 Forland, Becky
25 Klein, Iris

Yakima Valley School
15 Babat, Romeo
15 Gramner, Dollie

These employees celebrated service anniversaries in February 1999